



January 2020

## Our Goal is to Help You See Clearly in 2020

Today's technology landscape is dynamic and complex, and it can be challenging to sort through the many options to find the best fit for your needs. That's why this year, it's our goal to help you see clearly in 2020.

We've got a lot of new programs and events coming up, including a series of Lunch and Learn Webinars covering a range of technologies, from Cloud to UCaaS, Contact Centers and Networking.

Here's to clear vision in 2020,

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## Lunch & Learn Webinars: January and February



We're kicking off our Lunch & Learn Webinar series, so watch for more details on upcoming events coming soon.

### **January: SD-WAN**

Join a team of industry experts for this special webinar that explores what you need to know about SD-WAN in 2020, including:

- The state of the SD-WAN landscape
- Key considerations in choosing an SD-WAN solution
- Real-world benefits and customer examples

DATE: Tuesday, January 21, 2020

TIME: 10:00 AM PST

**Register Now**

### **February: 8x8 Focus: State and Local Government and more**

8x8 product experts will share industry trends with a special focus on solutions for state and local government.

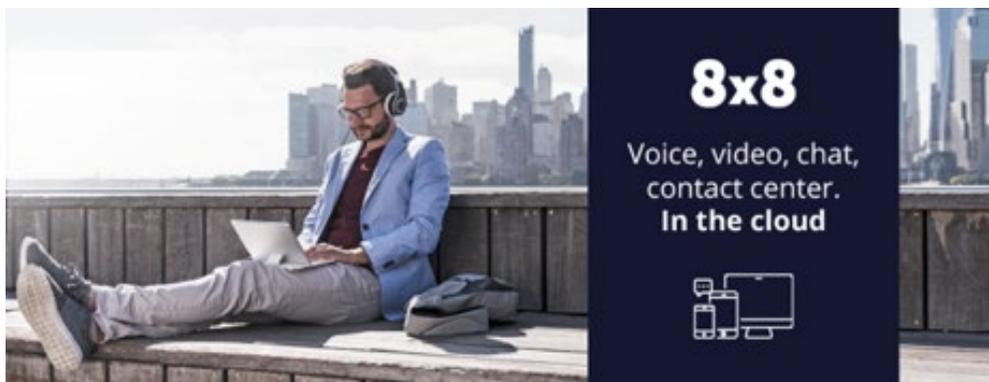
DATE: Wednesday, February 26, 2020

TIME: 12:00 NOON PST

**Registration coming soon**

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## **Vendor Spotlight: 8x8**



Gartner has named 8x8 a leader in the 2019 Magic Quadrants for UCaaS and CCaaS—what makes this solution provider stand out?

**[Read our 8x8 Vendor Spotlight.](#)**

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## World Class Customer Satisfaction: Packet Fusion Earns NPS of 83

What do Apple, Starbucks and Packet Fusion have in common? We're all dedicated to providing world-class customer satisfaction, and we're excited to announce that we recently earned an 83 on the Net Promoter Score® out of a possible 100.



Our NPS score is much higher than the industry average, and even higher than Apple and Starbucks which rank 77 and 63, respectively.

The Net Promoter Score (NPS) is a global standard for measuring customer satisfaction and predicting loyalty, and it is determined through customer surveys. We started using the NPS to measure satisfaction in June of 2019.

We're proud of our NPS ranking, but we're especially pleased that it reflects the opinions of so many satisfied customers.

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## We've Moved



Last month, we moved to new offices here in Pleasanton, giving us a more efficient working space so we can continue providing you the best service possible.

Come by and visit us if you're in the area!

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**Don't miss out on our valuable content. Follow us on social media and check out our website**

We're posting great content every week, on subjects ranging from Cloud to Contact Center, so be sure to follow us on one of the channels below and visit us at [www.packetfusion.com](http://www.packetfusion.com)

